

PEOPLE'S BANK

YOUR PATHWAY TO A SUCCESSFUL CAREER IN FINANCIAL SECTOR

People's Bank is currently repositioning itself as a dynamic and vibrant state commercial bank in the financial sector. Towards this end, we are searching for future leaders, who are committed, enthusiastic and responsible youth with excellent spirit and a passion for high performance. If you are with this caliber come & join with us.

CUSTOMER SERVICE ASSISTANT

ELIGIBILITY REQUIREMENTS

- Candidates should be citizens of Sri Lanka
- Should pass minimum of 06 subjects at G.C.E. (Ordinary Level) Examination with at least 05 credit passes in one and the same sitting. It is compulsory to possess credit passes for Sinhala/Tamil Language, Mathematics and English Language.

And

- Should possess minimum of 03 Simple passes at G.C.E. (Advanced Level) Examination (Excluding General English) in one and the same sitting.

AGE

- Age should be not less than 18 years and should not be more than 23 years as at closing date of applications. (Candidates shall be treated as having satisfied the qualifications relating to the age if his/ her date of birth falls on or before 02.06.2003 or on or after 02.06.1998)

TERMS & CONDITIONS

- While the selected candidates should consent to serve in any part of the Island, it is compulsory for them to serve for a minimum period of five years continuously in the Work Station/Region where they will be initially attached to.
- Candidates who are recruited under this scheme will be referred to a formal and comprehensive training covering all the aspects of banking on a four year contract basis.
- A monthly allowance will be paid during the period of training.

TERMS & CONDITIONS RELEVANT TO THE RECRUITMENT

Relevant application is published on the website of Department of Examinations, Sri Lanka, www.doents.lk and the applications can only be submitted online. Once the application is submitted online, it should be downloaded and the printed copy of the same should be sent by registered post to reach the **Commissioner General of Examinations, Institutional Examination Organization Branch, Department of Examinations, P.O. Box No 1503, Colombo**, on or before the closing date of applications. The words "The Qualifying Examination for Recruitment of Customer Service Assistants to People's Bank - 2021" should be clearly indicated on the top left-hand corner of the envelope in which the application is enclosed. **The closing date of applications is 02.06.2021.**

Note

The printed copy of the application should be sent by post and no complaint that a printed copy of the application has been lost or delayed in post shall be considered. The candidate shall bear the losses which may occur due to their delay in sending applications until the closing date.

Method of recruitment

Recruitments shall be made according to the order of the merit list prepared based on the results of a written competitive examination and interview to fill the declared number of vacancies. However, the number of vacancies to be filled and the effective date of appointment shall be determined at the discretion of People's Bank.

Written examination

This examination shall be conducted by the Commissioner General of Examinations. The examination is expected to be conducted in the month of August 2021.

| Subject No | Subject | Medium | Time | Total marks | Passing marks |
|------------|------------------|-----------------------------|--------|-------------|---------------|
| 01 | Aptitude | Sinhala Tamil English | 1 Hour | 100 | 40 |
| 02 | Comprehension | Sinhala Tamil English | 1 Hour | 100 | 40 |
| 03 | Numerical skills | Sinhala Tamil English | 1 Hour | 100 | 40 |

Note

The expectation of these question papers is to measure competency and skills of the candidate for the duties of the position. A candidate is required to obtain at least 40% of marks allocated for each subject in order to pass the written examination.

Syllabus

| Subject No | Subject | Structure |
|------------|------------------|---|
| 01 | Aptitude | Objective testing, analytical skills, verbal reasoning, numerical reasoning, mechanical reasoning, logical reasoning (MCQ and Short Answers) |
| 02 | Comprehension | Provision of short answers from reading a paragraph, fill in the Blanks in a paragraph or a statement, selection of most suitable answers, paraphrasing, summarizing a long sentence to a shorter sentence, Personality testing, Situational judgmental testing, Summarization, Annotation. |
| 03 | Numerical skills | Numerical reasoning, MCQ and short answer questions to test basic mathematical and numerical skills. |

Interview

This interview will be held to verify whether the applicant has satisfied the minimum eligibility criteria mentioned in the News paper advertisement and to further determine the suitability to hold the position. It is strongly emphasized that even though an applicant who has not fulfilled the minimum eligibility criteria specified in the News paper advertisement has passed the examination, he/she shall not be eligible to be appointed to the position. 100 marks are allocated at the interview and there the personality and other qualities of the candidate shall be evaluated. At the discretion of People's Bank, from applicants who have scored the highest marks at the competitive examination a number of applicants similar to two times the number of vacancies will be called for the interview.

Conditions of the examination

- The examination will be conducted in Sinhala, Tamil & English medium. Candidates shall sit for the examination in only one language of their preference. Candidate must sit all the papers of the written examination in one and the same language. Candidate shall not be permitted to change the language medium of the examination, indicated in the application. All candidates must appear for all three question papers.
- Online Examination Application should only be filled in English. Once the Department of Examination receives both the soft copy of the application submitted online and the printed copy of the application sent via registered post, the soft copy and the printed copy will be verified and the candidates will be notified via SMS to the mobile phone number used to access the system or via email whether the application was accepted/not accepted by the Department. Before completing the online application, applicant should download the common instructions sheet. Any alteration done after taking the print out of the application will not be considered as a valid modification. Incomplete applications are rejected without any notice.

- Examination fee is Rs. 600/-. Payments should be made only via following methods of payments provided by the online system.
 - Any Bank Credit Cards
 - Any Bank Debit Cards
 - Bank of Ceylon Online Banking Method
 - Bank of Ceylon Teller Slip Payment
 - Postal Department Payment at any Post Office

Note

Instructions on making payment through above methods are published under technical instructions relevant to the examination on the web site.

- Receipt of payment will be notified via an SMS or email. The total of the examination fee should be paid and the applications with payment of lesser or higher amounts shall be rejected. Department of Examinations shall not be responsible for any error that occurs during the payment of examination fees via above methods of payment.
- Under no circumstances the examination fee will be refunded or transferred for another examination.
- The signature of the applicant placed on the application and admission card should also be attested. Applicants should get their signature attested by a Government School Principal/Retired Officer, Grama Niladari of the Division, Justice of Peace, Commissioner of Oaths, Attorney at Law, Notary Public, a commissioned officer in three armed forces, a permanent staff officer in the public or provincial public service or a chief incumbent of a Buddhist temple or clergy of any other religion who holds a considerable position.

Note

Entrance to the examination hall shall not be permitted without an admission card. Every applicant should furnish the admission card in which his/her signature has been attested to the supervisor of the examination on the first day on which he/she sits for the examination.

- Applicants who have not satisfied the minimum eligibility criteria should not submit applications. An applicant should not submit more than one application. Issuance of an admission card to an applicant does not necessarily mean that he/she has fulfilled the qualifications to sit for the examination or to hold the post.
- Commissioner General of Examinations shall issue admissions to applicants who have paid relevant fees on or before the closing date of applications and submitted perfected applications online and submitted the printed copies, on the assumption that only those who have satisfied qualifications mentioned in the advertisement and are within the relevant age limits have applied. A notification will be published in newspapers as soon as the admission cards are issued to the candidates and on the official website of Department of Examinations. If the admission card is not received even after 2 or 3 days of such advertisement, steps should be taken to notify the Institutional Examination Organization Branch of the Department of Examinations and in the manner specified in the advertisement. When such inquiry is made, the candidate should clearly mention the name of the examination, full name of the applicant, National Identity Card Number and Address. In case of an applicant outside Colombo, sending a letter of request furnishing a fax number to which the admission card should be sent would be more effective. It would be advisable to keep the following in hand at the time of calling the Department of Examinations in order to verify certain details required by the Department of Examinations: i.e. certified photocopies of the application form and the receipt obtained after paying the examination fee kept at your possession, receipt of registration of the printed copy of the application.
- People's Bank shall reserve the right to decide the number of vacancies to be filled, to postpone or to cancel the examination or to arrive at a final decision regarding anything that is not indicated in this advertisement.
- All candidates are bound to comply with the rules and regulations imposed by the Commissioner General of Examinations with regard to the conducting and issuing results of this examination. Further, candidates will be subjected to the punishment imposed by the Commissioner General of Examinations for violation of those rules and regulations.
- A candidate shall be required to prove his/her identity at the examination hall to the satisfaction of the supervisor for each subject that the candidate sits for. For this purpose, any of the following documents shall be accepted:-
 - National Identity card,
 - A valid Passport,
 - A valid Driving license in Sri Lanka

Candidate should enter the examination hall without covering face and ears enabling to verify the identity. Those who refuse to verify their identity as such shall not be permitted to enter the examination hall. Further, candidates should remain with their face and ears uncovered until they leave the examination hall enabling the examination supervisors to confirm their identity.

- Issuance of results

Result sheet prepared on the order of the merit having included the names of a number of candidates who have secured marks not less than 40% for each subject, the cumulative total marks of the written competitive examination and interview equal to the number of vacancies expected to be filled shall be submitted to People's Bank by the Commissioner General of Examinations.

The results of all the applicants who have sat for the examination shall be informed personally or published in the website www.results.exams.gov.lk by the Commissioner General of Examinations.

- In the event of any inconsistency between the Sinhala, Tamil and English text of this notification, the Sinhala text shall prevail.

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PEOPLE'S BANK

The Bank of the People



PEOPLE'S BANK
CALL CENTRE

www.peoplesbank.lk

AA+ (Ika) Fitch Rating, AAA- Brand Finance Rating

People's Bank is a licensed commercial bank supervised by the Central Bank of Sri Lanka.